

Nomination for the State Agency Recognition Awards 2002

Title: Customer Service

Other Title not Listed:

Recipient: CSU CHANCELLOR'S OFFICE

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Nominee:

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Executive Summary:

CSU DVBE & Small Business Intranet website

I would like to formally nominate the Office of the Chancellor of the California State University (CSU) system. The CSU is the largest system of senior higher education in the country, with 23 campuses and nearly 400,000 students and 44,000 faculty. The CSU, stretching out from Humboldt in the north to San Diego in the south, is one of the nation's most diverse universities.

In its efforts to increase DVBE and Small Business participation across the board among its 23 campuses, the Office of the Chancellor's Advocate initiated a Continuous Process Improvement (CPI) methodology.

CPI is a systematic approach that you can use to make incremental and breakthrough improvements in processes that produce products and services for customers. By utilizing CPI, the Advocate can take a detailed look at processes and discover ways to improve them. Your end result is a more expedient and efficient process for the delivery of your product or service. In our case, it would be certified DVBE's and Small Businesses.

As a result of reviewing our processes for DVBE and Small Business utilization, the Chancellor's Office initiated two pilots:

Pilot # 1 - The development of a internal database of State of California certified DVBE and Small Business firms currently doing business with the CSU or offering a product or service that is purchased by the CSU.

Pilot # 2 - The CSU has entered into an agreement with PlanetBids.com, (certified small business) to develop an intranet site for the CSU that would allow our campus DVBE and Small Business Coordinators to initiate queries from our internal database of certified DVBE and Small Businesses currently doing business with the CSU or providing a product or service that is utilized by our 23 campuses.

The intranet site being developed for the CSU by PlanetBids.com will work in conjunction with the State of California's DGS website with links to DVBE and Small Business databases, certification applications, reciprocity participation, NIGP and SIC conversions. This site will also provide CSU DVBE and Small Business Coordinators campus listings

and a chat room for CSU contract and procurement personnel to ask questions or discuss DVBE and/or small business issues.

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Written Nomination:

California State University DVBE & Small Business Intranet website

Three CSU campuses are beta testing this product

This Intranet site will augment the DGS website and provide an important communication tool

to link the campus DVBE & Small Business Coordinators on our 23 campuses together

This dedicated DVBE & Small Business Intranet site could play an important communications role in linking multiple site agencies together and providing better communication to DVBE & Small Businesses seeking to do

business with any of our 23 CSU campuses.